

**DRAFT**  
**Programs and Services Update**  
 September, 2004

Topic	Contact	Project Coordinator	Effective Date
DWS Administrative Policy and Procedure Regarding ADA Section 504 Accommodation and Complaint Process	Carolyn Parsons 801-526-9445 Ilona Zenner 801-526-9747	Stephanie Smith 801-526-9423	October 1, 2004

**Services Impacted:** Business Services, Eligibility, Employment Counseling

**This Update is being sent as a reminder about the process to follow for ADA/Section 504 accommodations specifically as it relates to customers. The purpose of the DWS Administrative Policy is to educate employees of their rights and responsibilities regarding the Americans with Disabilities Act (ADA) and Section 504 of the Rehabilitation Act of 1973. The [policy](#) was last updated February 9, 2004.**

**Please ensure that all Employment Centers also display the ADA/Section 504 [poster](#).**

**Some basic principles surrounding ADA/Section 504:**

- Not all persons with disabilities are covered by ADA – the disability must limit/affect a “major life function.”
- Not all persons with disabilities will ask for and/or need an accommodation in order to access the Department’s services/programs/facilities.
- Persons with disabilities must ask for an accommodation (not necessarily using those types of words) in order for the Department to consider making one.
- The ADA accommodation granted must accommodate the “affected function,” not the disability.
- Under ADA, employees and customers may be granted a “reasonable accommodation” if/when the Department (in conjunction with State Risk Management) decides to make said accommodation.
- All requests for “help/assistance” made by customers with disabilities to Department employees are not necessarily a request for an ADA accommodation – a person (with or without a disability) may request help/assistance from Department employees.
- How do you distinguish between a customer’s request for an “accommodation” which should be referred to Carolyn Parsons (or Rosemarie Carter), and a request that can be handled at the Employment Center Level? (How do you know when to call 911/Police when you are dealing with a hostile/threatening customer; and when do you handle it at the Employment Center Level?).  
 When in doubt, contact your ADA Team:  
 Rosemarie Carter, Department ADA Coordinator (801) 526-9240  
 Carolyn Parsons, Department ADA Officer for Customers (801) 526-9445

Leslie Hintze, Department ADA Officer for Employees (801) 526-4333

**No Pathway Impact as this is a reminder and clarification only.**

**InfoSource will provide a link to the Administrative ADA/Section 504 Policy in the appropriate sections dealing with customers who have disabilities.**

For further information or questions regarding specific ADA/Section 504 accommodations, please contact the appropriate individuals as listed below:

Rosemarie Carter, Department ADA Coordinator (801) 526-9240

Carolyn Parsons, Department ADA Officer for Customers (801) 526-9445

Leslie Hintze, Department ADA Officer for Employees (801) 526-4333